

THE NMSU SYSTEM ACADEMIC REGULATIONS

Student Complaint Procedures for Licensure Programs

New Mexico State University (NMSU) is committed to providing a fair and effective process for addressing student complaints related to professional licensure programs in accordance with U.S. Department of Education Federal Integrity Rules and State Authorization Reciprocity Agreements (<https://nc-sara.org/>) (SARA).

Initial Complaint Resolution:

Students residing in SARA member states who have a complaint concerning an NMSU licensure program are required to follow the internal NMSU complaint process before escalating to external agencies.

1. Academic Compliance Specialist:
 - Students must submit their written complaint to the Academic Compliance Specialist at licensure@nmsu.edu. This allows for initial review and potential resolution at the program level.
2. Dean of Students:
 - If the Academic Compliance Specialist cannot resolve the complaint, the student may escalate the matter to the Dean of Students Office.
 - The **Dean of Students** (<https://studentlife.nmsu.edu/dos1/>) Office is in Corbett Center Student Union, Second Floor, Room 207, Las Cruces Campus.
 - Contact information:
 - Phone: (575) 646-1722
 - Email: dos@nmsu.edu

External Complaint Resolution:

If the complaint remains unresolved after exhausting the internal NMSU procedures, students may file a complaint with the New Mexico Higher Education Department.

- **New Mexico Higher Education Department, Student Complaints:**
 - Address: 2044 Galisteo Street, Suite 4, Santa Fe, NM 87505
 - Telephone: (505) 476-8400
 - Students are advised to review the **Student Complaint Process** (<https://hed.nm.gov/students-parents/student-complaints/>) and complete the **Student Complaint Form** (https://hed.nm.gov/uploads/documents/NMHED_Student_Complaint_Form_2023_fillable.pdf) on the New Mexico Higher Education Department website.

Out-of-State Complaint Resolution:

Students may also file complaints with their home state agency. Please refer to the Professional Licensure Disclosures (<https://nmsu.edu/academics/licensure.html>) for relevant contact information for your state.